UNIVERSITITEKNOLOGI MARA

USABILITY EVALUATION OF ISLAMIC WEBSITES: ELDERLY'S PERSPECTIVE

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ABSTRACT

In general, the number of Muslims' elderly is predicted to grow significantly every year in the near future. Observation of the elderly has shown that by age, the elderly may turn to spirituality and religion when they meet difficult life changing events and experience personal losses. Therefore, instilling hope, offering support and therapeutic interventions such as prayer, thought, morality, artistic expression or professional referrals through the means of ICT technology such as religious websites may lead to spiritual rejuvenation and healing. It is understood that as people age, there are some barriers and difficulties they need to face especially when using ICT technologies specifically browsing the websites. This includes the usability features in the Islamic websites whereby users are always facing difficulties when move around the websites and been lost at the same time. Therefore, this research was conducted to identify the usability problems faced by elderly, identify the design recommendations and identify the usability criteria for the Islamic websites from the elderly's perspectives. The two techniques of research method were employed in order to gather the data which are evaluation of the Islamic websites by conducting user testing and interview sessions. Evaluation sessions were conducted separately among 7 participants. Each evaluation consists of a pre - test phase, the test phase and post-test phase. For the interview sessions, the researcher applied an open ended interview to getting a deep understanding of the topic discussed. Then, the data were analyzed and the results were explained in tables, diagrams and discussions. To conclude, the results obtained highlighted the usability problems identified by the elderly users and several usability criteria for Islamic websites have been identified which are usability, attractiveness, believability and spirituality.

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TABLE OF CONTENTS

CANDIDATE'S DECLARATION ..... **i**

ABSTRACT ..... **uv**

ACKNOWLEDGEMENT ..... **v**

CHAPTER 1: INTRODUCTION **1**

1.1 Background of Study 1

1.1.1 The Growth of Muslims' Elderly 1

1.1.2 The Islamic Websites 3

1.1.3 The Use of the Information Communication Technology (ICT) 5

1.1.4 Spirituality and Aging 6

1.2 Problem Statement 7

1.3 Research Questions 8

1.4 Research Objectives 8

1.5 Scope of the Research 8

1.5.1 The Participants 8

1.5.2 The Chosen Websites 9

1.5.3 Research Approach 9

1.6 Significance of the Research 10

1.7 Research Outlines 12

CHAPTER 2: LITERATURE REVIEW **14**

2.1 Elderly's Definitions 14

2.2 Elderly Population 15

2.3 Islamic Genre Websites 17

2.4 Limitations for the Elderly to Use Websites 18

2.4.1 Problem Faced by Elderly 18

2.5 Definitions of Usability 22

2.5.1 Usability Issues and the Solution's Recommendation 24
2.6 Usability Evaluation Methods 26
2.6.1. User Testing 28
2.6.2 Think-Aloud Method 28
2.6.3 Constructive Interaction 29
2.6.4 Retrospective Testing 29
2.6.5 Interviews and Questionnaires 30
2.6.6 Selecting Focus Groups 30
2.7 Evaluating the Islamic Websites 31
2.7.1 Usability of the Islamic Websites 32
2.7.2 Credibility 33
2.7.3 Attractiveness 34
2.7.4 Interactivity 34
2.7.5 Authority 35
2.7.6 Reliability 35
2.7.7 Islamic Identity and Traits 36
2.8 Spiritual Design 37
2.9 Summary 39

CHAPTER 3: RESEARCH METHODOLOGY 40
3.1 The Research Approach 40
3.1.1 In-depth Investigation 41
3.1.2 Focus Group 41
3.1.3 Natural Settings 41
3.2 The Research Methods 42
3.2.1 The Evaluation 43